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MANUFACTURER
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RUBBER GOODS

AVON RUBBER COMPANY

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(Area 213) 587-6106

May 13, 2002

Robert Sassaman, District Director
Cal Trans
120 S. Spring St.
Los Angeles, CA 90012

Dear Mr. Sassaman:

I am writing in order to inform you of a recent positive experience I had with your department in general, and with your employee Ivy Estrada, in particular.

Apparently, as part of a continuing freeway maintenance program, Cal Trans removed and cleared bushes and trees adjoining the 101 Freeway adjacent to Killian St. between Louis and Encino Ave. in Encino.

To my uninformed and untrained eye it appeared that you had removed a living green barrier which had previously hidden the freeway, and left an unsightly mess subjecting nearby homeowners to additional noise, air pollution and an unwelcome view of traffic. Needless to say, when I contacted your department I was incensed and had what at best could be described as an "attitude."

Fortunately, my call was taken by Ms. Estrada. She was polite, understanding, and knowledgeable. She promised to look into the matter and get back to me. While she did in fact calm me down, having had a lifetime of unsatisfactory and often distasteful contacts with governmental and quasi governmental entities, I did not expect any further action or contact. I was wrong.

Several days later Ms. Estrada did in fact contact me. In a pleasant and professional manner she explained the clearing, removal and replanting program, and she gave me information with respect to its nature and scheduling.

To my way of thinking, Ivy Estrada is a welcome and much needed positive example of a "public servant" and your department is fortunate to have her in its employ.

Very truly yours,

Marshall Barth

cc: Deborah Harris
Ivy Estrada